

**PELAKSANAAN STANDAR WAKTU PELAYANAN PENYEDIAAN
DOKUMEN RAWAT JALAN DI TPPERJ RSUD Dr.RADEN SOEDJATI
PURWODADI**

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ABSTRAK

Bagian pendaftaran berperan penting dalam menghasilkan informasi kunjungan pasien rawat jalan. Hasil Pengamatan menunjukkan, rata-rata waktu pelayanan pasien lama adalah 35 menit, rata-rata waktu pelayanan pasien baru adalah 30 menit 15 detik. Penyediaan DRM rawat jalan pasien lama tidak sesuai dengan kebijakan Standar Pelayanan Minimal TPPERJ. Pasien mengeluh pada saat pelayanan rawat jalan karena DRM belum sampai ke poliklinik. Penelitian ini bertujuan untuk mengetahui pelaksanaan Standar Waktu Pelayanan Penyediaan Dokumen Rawat Jalan di TPPERJ RSUD Dr.R. Soedjati Purwodadi. Penelitian deskriptif dilakukan dengan metode observasi dan wawancara. Subjek dalam penelitian ini adalah seluruh petugas TPPERJ. Sedangkan objek penelitian yaitu pelaksanaan standar pelayanan minimal TPPERJ di RSUD Dr.R.Soedjati Purwodadi. Hasil pengamatan di RSUD Dr.R.Soedjati menunjukkan, petugas tertua berusia 45 tahun dan termuda berusia 22 tahun. Terdapat 4 petugas wanita dan 2 petugas pria. Waktu tunggu pasien tercepat adalah 30 menit (46 DRM) dan paling lambat adalah 35 menit (50 DRM). Petugas TPPERJ patuh terhadap SOP (Standar Operasional Prosedur). Pelaksanaan Standar Pelayanan Minimal DRM rawat jalan belum tercapai karena pengiriman dokumen rekam medis pasien lama > 30 menit belum sampai di poliklinik. Sebaiknya petugas mengevaluasi waktu penyediaan DRM. Perlu ada perbedaan waktu pelayanan antara pasien baru dan lama.

Kata Kunci : Standar Pelayanan Minimal,Dokumen Rekam Medis,Tempat Pendaftaran Pasien Rawat Jalan.

**IMPLEMENTATION STANDARD TIME SERVICE OF PROVISION
OUTPATIENT DOCUMENTS AT OUTPATIENT REGISTRATION
CENTER RSUD DR.RADEN SOEDJATI PURWODADI**

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ABSTRACT

Outpatient registration centre played an important role in generating information on outpatient visits. Observation results showed that average service time of old patient was 35 minutes, average time of new patient service was 30 minutes 15 seconds. Provision outpatient medical records for old patients was not in accordance with the Outpatient Registration Minimum Service Standards policy. Patients complained about time of outpatient services because medical records had not reached at polyclinic yet. This study aimed to determine the implementation Standard Time Service of Provision Outpatient document in Outpatient Registration Center RSUD Dr.R. Soedjati Purwodadi. Descriptive study was done by observation and interview method. Subjects in this study were all outpatient registration officers. While the object of study was an implementation of minimum service standard outpatient registration in RSUD Dr.R.Soedjati Purwodadi. Observation results at RSUD Dr.R.Soedjati showed that, the oldest officers was 45 years old and youngest officers was 22 years old. There wer 4 female officers and 2 male officers. The fastest patient waiting time was 30 minutes (46 medical records) and the slowest was 35 minutes (50 medical records). Outpatient registration officers adhere to SOPs (Standard Operating Procedures). Implementation of outpatient medical records Minimum Service Standards had not been achieved because the delivery of medical records of old patients > 30 minutes have not reached polyclinic. Officers should evaluated the time of medical record provision. There was a needs for service time difference between new and old patients.

Keyword : Minimum Service Standards, Document Record,Outpation Registration